Information Management TODAY

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In the Office of Science

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Inside this Issue

Introduction

As you will see in this newsletter, there continues to be a lot of activity in SC information management (IM). We are working closely with the Customer Information Advisory Group and the IM Board on plans and the budget for products and services to be provided in FY 2002. Experience has taught that we can be successful only if the Information Management and Technology (IMT) Division and you, our customers, work together to define requirements, test products and plan their rollout. That kind of collaboration is exemplified by the SC staff shown in the picture on page 2. They worked long and hard on the automated grants and contracts capability that is a part of Information Management for the Office of Science (IMSC).

As you may be aware, we provide a range of services. An insert in this issue of the newsletter summarizes current services. In addition, Ted Griffin (SC-65) is available at a moment's notice to attend any SC Program Office staff meeting to discuss IM services currently available, how our performance is measured, and the mechanisms we currently use to communicate with you.

The Office of Resource Management Web site also has been redesigned to be more useful and more easily navigable. We plan to use the IMT Division portion of that site to provide status, tips and tricks, and other IM "news" on a timely basis. We consider this newly redesigned site a starting point, and plan to add new material to it on a frequent basis in an effort to make it a useful communications tool. To do that, we need your feedback. Tell us what you would like to see and, if at all possible, we'll add it.

What's New and What's Coming

We have accomplished a number of things this year; and more are planned for the remainder of FY 2001.

After several months of intensive work to add capabilities requested by system users, the IMSC grants and contracts capability, called Execution Work Management, was rolled out and is now in use at SC HQ (See page 2). An ad hoc query and reporting capability is planned to be available through an SC Intranet Portal by September 2001.

The first release of the IMSC capability to electronically share budget information, called Worksheet Exchange, is being tested by all Program Offices this month. This first release will allow budget data to be electronically transmitted between the Financial Management Division's budget information system and the Program Offices (See page 2).

Work has begun to define requirements for electronic information management (i.e., documents and multimedia) using the SC Executive Secretary Management Team (ESMT) as a pilot group (See page 2).

The effort to move from the Windows 95 Operating System to Windows 2000 has been initiated and the transition will be completed during the fourth quarter (See the Insert).

Upgrades to existing commercial software packages were completed for Office 2000 and are in process for several other packages, including a standard SC graphics toolset consisting of seven packages.

IM performance measure statistics reflect significant improvement in the Support Center's responsiveness to customer requests (See page 3).

Approved Flexi-place users have workstations in place; and support is provided through the SC Support Center.

The Office of Resource Management web site, including the Information Management and Technology site, has been redesigned and updated. Check it out at http://www.science.doe.gov/orm.

New Capabilities Added to Execution Work Management

Since the Execution Work Management (EWM) module went on-line in November 2000, representatives from the Information Management and Technology Division (IMT) and the SC HQ Program Offices have worked together to correct malfunctions and enhance EWM capabilities. The EWM module, which is a part of the Information Management for the Office of Science (IMSC) system, allows users to issue solicitations and maintain information on grants and proposals.

Program Organizational Administrators and SC-64 representatives. From left to right: Bill Burrier (SC-64), Susan Kilroy (SC-31), Marg Beatty (SC-64), Brenda May (SC-23), Karen Carlson (SC-74), Christie Ashton (SC-13), Marilyn Oyler (SC-22), John Sauter (SC-55), Dean Oyler (SC-22), Donna Sier (SC-22), Carolyn Magers (SC-64), and Laura Scott (SC-64).

At the request of the Organizational Administrators (the Program Office representatives who manage the assignment of EWM roles for their respective Offices), 300 changes to the system have been made since November. Approximately half of those changes were fixes to the system to make available all of the capabilities provided by the former Integrated Procurement System (IPS). The other half were requests to add new capabilities that customers did not identify as requirements in the original interviews, including the ability to add principal investigators and reviewers to pick-lists and a variety of capabilities related to creating and updating reports.

To complete these changes, the IMT Division re-allocated existing contractor resources, assigning an individual analyst to each Program Office to ensure that all necessary changes were made. These changes were completed on March 30, 2001. The system development team is working closely with the IMSC Organizational Administrators to add additional enhancements to Execution Work Management during the first quarter of FY 2002.

Program Offices Testing Budget Worksheet Exchange

Representatives from each Program Office currently are reviewing and testing the current pre-release version of Worksheet Exchange (WSX), one of several modules of IMSC. WSX allows output from the Financial Management Division's (SC-63) information system to be electronically transmitted via an Excel spreadsheet to Program Offices. The Program Offices then can work on it and resubmit it electronically to SC-63's system. Code changes are planned during July to fix any identified problems prior to release of the production version of Worksheet Exchange. The Program representatives and

SC-63 budget analysts who helped develop this module of IMSC have agreed that no additional capabilities will be added to WSX at this time. After test participants have approved this working module, SC-63 and the Program Offices will negotiate the deployment and use of this capability within each respective SC organization.

First Module of SC Intranet Portal Available Soon

Access to the IMSC modules will be provided through the SC Intranet Portal (SCIP). Ultimately, SCIP will provide each user with a personalized, web-based view of SC HQ corporate information, including calendar, reporting, and Internet information sources. The first module of SCIP, which will be available by the end of this fiscal year, will allow access to the Execution Work Management module of IMSC and to the Calendar and Scheduling module that replaces Daytimer. An ad hoc IMSC reporting capability that will allow users to produce non-standard reports by writing and saving their own queries also will be available.

The Information Management and Technology Division is working with the members of the Executive Secretary Management Team (ESMT) on a pilot of the Electronic Information Management (EIM) project. Ultimately, EIM will allow all SC employees to electronically manage documents from the time they are first developed through their final disposition. With the ESMT members as a pilot group, the goal is to finalize the requirements and approach for this initial effort.

According to a recently completed requirements survey, SC employees look at the N, P, and Q drives as large and complex information sources with no organizational framework in place. The survey results also highlighted the difficulty of collaborating with others on documents and controlling access to those documents.

The pilot participants identified a number of requirements for electronic information management, including (1) the ability to track changes to a document; (2) full text and key word search; (3) automatic routing of a document for review and approval; (4) access control; and (5) the ability to conduct on-line discussions about a document without modifying it.

As a first step, the pilot group has created a generic file structure that can be tailored to fit each Program Office's individual needs. The ten file folders that the pilot group is currently working with include: administrative information, financial information, graphics, grants/proposals, human resources, meeting minutes and information, organizational information, records management, training, and travel.

Our goal is to work with the ESMT and Customer Information Advisory Group to identify an appropriate pilot group to test a working version of the software by the end of the fiscal year. Once the pilot period is completed, we will assess lessons learned. A decision on the timing and approach to deploying EIM SC-wide will be incorporated into the IM project plans for FY 2002.
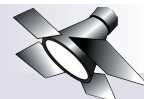
Measures Show Significant Improvement in Performance

The SC Support Center (SCSC) provides daily assistance with information management (IM) products and services to over 400 SC users. These services include answering more than 11,000 calls a year and making about 6,000 desk-side visits each year. A Support Center with this level of customer requests has no choice but to provide exemplary service.

The Information Management and Technology Division has been assessing customer satisfaction monthly since October 1, 2000 using a clearly defined set of performance measures. These measures were developed jointly with SC's Customer Information Advisory Group.

In May 2001, the Information Management and Technology Division achieved its highest customer satisfaction rate to date of 85%. The performance measures showed noticeable increases in the percentage of SCSC **calls that are resolved by a single phone analyst before the end of the call** and in the percentage of SCSC medium priority **calls** (the vast majority of calls) **that are resolved within four hours**. Problems resolved during the first call went from a 34 percent success rate in February to a 46 percent success rate in May. The measure for problems resolved within four hours jumped even more, from 58 percent in February to 94 percent in May.

The SC Support Center
Phone: 301-903-5315
E-Mail: SCSC

SCSC Now Located in Germantown

The SCSC, which was previously located in Richland, WA, is now located in the DOE Infrastructure Support Center in Germantown, MD. This location has two benefits: 1) it enables the SCSC to more quickly learn of issues associated with the larger DOE infrastructure; and 2) it helps to foster a better understanding by SCSC staff of the customers they serve. In fact, the Customer Information Advisory Group (CIAG) recently requested that the SCSC staff attend weekly CIAG meetings on a rotational basis. The Support Center staff also have provided desk-side service on a rotating basis, another way to promote the analysts' understanding of customer needs. In addition, we are members of the Helpdesk Institute, a 7,500 member computer support professional organization that promotes best-in-class/best practices in information technology solutions.

The SCSC staff members who made these improvements possible. From left to right: Phil Monto, Susan King, Kevin Campbell, Michael Lynott, Mike Cardinale, and John Fowler.

Web Page Now On-Line

A redesigned, easier to navigate Office of Resource Management (ORM) web site can now be accessed at http://www.science.doe.gov/orm. The changes in the page reflect our desire to make useful information more readily available to SC employees. Note the "What's New" box on the ORM page which will link you to newly posted information. Click on the Information Management box to visit the Information Management and Technology web site for updates on project status and information from the Support Center (e.g., FAQs, available services, etc.). Let us know what else you would like to see on the Web site. Just click on the envelope at the top of each page to send an e-mail to the page owner.
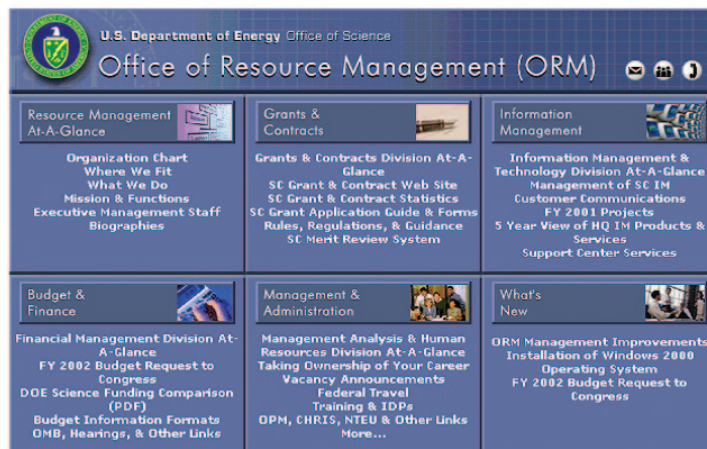
How often do I need to change my password and what is the process for doing so? Will someone remind me before I have to make the change?

As required by DOE Notice 205.3 "Password Generation, Protection and Use," you must change your password every 180 days. At each change, at least four of the eight characters in your password must be changed. Every 180 days, you will be prompted to make the change by a dialogue box that appears when you log on. It will require you to insert a new password. Although everyone in SC changed passwords over the last several months, you will be asked to change them again when the Windows 2000 Operating System is installed during July and August. This is a necessary security requirement. See the guidelines below for selecting a password:

DOE Guidelines for Selecting Your Password (from DOE Notice 205.3)

The user should ensure that the selected password is consistent with the security features listed below:

(1) Password contains at least eight non-blank characters.

(2) Password contains a combination of letters (preferably a mixture of upper and lowercase), numbers, and at least one special character within the first seven positions. (NOTE: Special characters include keyboard characters, which are visible when typed, but are not letters or numbers.)

(3) Password contains a nonnumeric character in the first and last position.

(4) Password does not contain the user ID.

(5) Password does not include the user's own or, to the best of his/her knowledge, close friends' or relatives' names, employee serial number, Social Security number, birth date, phone number, or any information about him/her that the user believes could be readily learned or guessed.

(6) Password does not, to the best of the user's knowledge, include common words that would be in an English dictionary, or from another language with which the user has familiarity.

(7) Password does not, to the best of the user's knowledge, employ commonly used proper names, including the name of any fictional character or place.

(8) Password does not contain any simple pattern of letters or numbers, such as "qwertyxx" or "xyz123xx."

(9) Password employed by the user on his/her unclassified systems is different than the passwords employed on his/her classified systems.

• You can conduct a video teleconference meeting in any of five SC conference rooms, four in Germantown (H-209, G-258, G-436, E-243) and one at Forrestal (7B-058). The rooms are available on a first-come, first-served basis. To arrange a video-teleconference, call 301-903-4555 (MA).

• Portable networking equipment is now available on a first-come, first-served loan basis. It can be used in working sessions to allow participants to easily connect to the Internet and other portable computers and printers. Call the Support Center for further information or to reserve the equipment.

• SC's loaner pool of laptops is being upgraded. The laptops will be faster, will operate on the Windows 2000 platform, and will be able to connect to the network. Lightweight laptops (3.5 pounds) also are being added to the loaner pool.

Information Management Contact List

SC-65

Strategic Planning & Architecture (SPA)			
Ted	Griffin	Federal Lead	3-4602
Pat	Rice		3-4556
Systems Development (SD)			
Gene	Hughes	Federal Lead	3-5409
Systems Engineering (SE)			
Gene	Hughes	Federal Lead	3-5409
Application Integration & MGMT (AIM)			
Kathi	Centeno	Federal Lead	3-5472
Production (Support Center)			
Ted	Griffin	Federal Lead	3-4602
Jeanne	Beall		3-4587
Program Management (PM)			
Dick	Yockman	Federal Lead	3-3394

IM Board

Bill	Valdez	Chair	SC-5
Mike	Riches	Alt. Chair	SC-70
Vacant		Security Advisor	
Melea	Baker	Exec. Sec. Mgt. Team	SC-30
John	Alleva		SC-64
Peggy	Burris		SC-1
Steve	Buswell		SC-7
Greg	Dilworth		SC-17
Bob	Woods		SC-22
Mary-Anne	Scott		SC-30
John	Willis		SC-55
Karen	Talamini		SC-14
John	Yates		SC-82
Larry	Vann	Ex Officio	CH
Roy	Whitney	Ex Officio	Jefferson Lab
Jim	Hirahara	Ex Officio	OAK
Jerry	Wills	Ex Officio	OR
Joe	Wiley	Ex Officio	RL

CIAG MEMBERS

Greg	Dilworth	Chair	SC-17
Peggy	Burris	Alt Chair	SC-1&5
Pat	Rice	Exec. Secretary	SC-65
Shahida	Afzal	Exec. Sec. Mgt. Team	SC-50
Steve	Buswell		SC-7
Dean	Oyler		SC-22
Cathy	Hanlin		SC-23
Jane	Hiegel		SC-31
Steve	Eckstrand		SC-55
Lori	Jernigan		SC-64
Marvin	Stodolsky		SC-72
Caryle	Miller		SC-82

SC HQ IM Services

Our goal is to provide IM services that enable SC HQ customers to perform their jobs better. The following IM services are available by request or are standard services provided to all SC HQ customers.

By Request
(to SCSC, 301-903-5313)

· One-stop "helpdesk" services for all IM services
· Hands-on problem resolution at the customer workstation for all IM services
· Maintenance of current applications/systems
· Maintenance of workstations, printers, facsimile machines, and scanners
· A hardware loaner pool that includes Blackberry handheld devices, laptops, mobile phones, pagers, LCD projectors, and portable networking equipment for use within and outside DOE HQ
· A Flexiplace configured workstation and support for Flexi-place customers
· Limited purchase of hardware and software not provided as part of the standard workstation or standard suite of software
· Remote access to the LAN
· The capability to backup/recover data locally stored on customer workstations

By Request
(to DOE Video-teleconferencing Support, 301-903-4555)

· Video-teleconferencing support for four GTN conference rooms (H207, G258, G436, E243) and one FORS conference room (7B-058)

Standard

· Maintenance of the LAN infrastructure, including the backup and recovery of all LAN data, cyber security, and limited disaster recovery
· Upgrades for 33% of workstations/laptops annually
· Licensing and maintenance of a standard suite of software (currently exceeding 70 packages) for all workstations
· Update and maintenance of the www.science.doe.gov homepage
· Update of the five-year IM strategic agreement and development of next year's IM operating agreement outlining the IM products and services to be provided in coordination with the Customer Information Advisory Group (CIAG), IM Board, and SC Executive Steering Committee
· System development, engineering, testing, training, and rollout of new IM services as outlined in the annual IM operating agreement
· Customer communications services, including newsletters, management and coordination of the CIAG and IM Board meetings, and SC-65 homepage updates
· Update of IM performance measures to identify areas for improvement

For Questions on any of the Above Services Contact the Support Center
301-903-5313
E-Mail: SCSC

Windows 2000 Operating System
On Your Desktop (Fourth Quarter)

Why:

SC is upgrading all user workstations to the Windows 2000 Professional Operating System. Microsoft will no longer support Windows 95 and recommends proceeding with Windows 2000 rather than waiting for Windows XP, which will be available in the Fall. Microsoft notes that XP is not a significantly different Operating System. It provides new features that should be easily adaptable to the Windows 2000 environment.

Benefits

Reliability:
Improvements have greatly **reduced system crashes** and provided the capability for the Operating System to repair itself.

Performance:
With installation of an Intel 815 motherboard, 256 MB of Random Access Memory (RAM), and an upgraded 800 Megahertz Central Processing Unit (CPU), Windows 2000 will run significantly **faster** than Windows 95.

Security:
Comprehensive security features **protect business data better** as it is transmitted over the LAN, phone lines, and the Internet.

Manageability:
Centralized management utilities, troubleshooting tools, and support for self-repairing applications **increase efficiency.**

Multiple Ways to Individualize and Manage Your Desktop, for example:

- Rearrange your Start menu
- Add frequently used programs and folders to the Start menu or set up shortcuts on the desktop
- Arrange and rearrange the windows on your desktop
- Add Web content to your Desktop
- Select a favorite Web page to be your screen saver
- Set your desktop to browse its contents like a Web page
- Change the colors Windows uses and the icon pictures
- Choose from multiple options for managing your folders and files
- Use the Task manager to see what programs are running, close stuck programs and view system performance

For More Information

For a "QuikGuide" summarizing some of the Windows 2000 features, visit the **Support Center Services web page** which can be accessed from the Information Management box on the Office of Resource Management web site (http://www.science.doe.gov/orm).

For training information, contact Sheila Frizzell, SC-622, at 301-903-8979

For Questions on any of the Above Services Contact the Support Center
301-903-5313
E-Mail: SCSC